

Chairman Genachowski,

Please read until the end... I have made some changes on my end. This is for my business, family and friends.

CG Docket Nos. 03-123 and 10-51

I am writing in response to the FCC's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am opposed to the changes being considered.

VRS has created a more level playing field for deaf people like me, empowering us to communicate via videophone in our native language, ASL. The work I do requires that I be able to use the phone to communicate with colleagues, clients, family, friends and business associates regardless of whether they are hearing or deaf. Without high-quality VRS service I would not be able to do my job or communicating with them effectively.

The changes the FCC is considering would drastically change VRS. The quality of the videophone technology used is critical to VRS. The products provided by VRS companies have been developed specifically for the needs of the deaf. Yet, the FCC is proposing that we be forced to use off-the-shelf products and government-mandated software. Using products developed for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect the availability, reliability and quality of VRS. If the FCC slashes the rates paid to VRS providers, as suggested, many companies will simply stop providing this vital service. This will put me and all deaf individuals at a significant disadvantage.

VRS is a shining example of what Congress intended with the Americans with Disabilities Act. It is essential that any changes maintain the access, innovation and reliability that define the VRS program today.

For this, I rely on it for my business as personal trainer which you know it matters to people to get help from someone like me to improve their health and more. It is for all types of community that became united in my world and it includes other professionals.

For my family, I have deaf son, and wife with other several hearing kids who uses this service to communicate with other deaf, H.O.H. and/or hearing people like you almost everyday.

Now you understand we need the VRS service to interpret for us from sign language to verbal or the way around. If we are forced to use other equipment such as webcam, Television webcam, and other tools, how can we communicate" Deaf and mute to a hearing person who doesn't know how to sign. There is so many of us in that position. 911 service is mandatory for me since I am a trainer, I need one for my mobile and if I am training a group at a park then someone have a heat stroke. I am responsible for that, I need VRS 911 service to help me call for a help to save a human being or many. There is over 20 reasons for me to list to request the continuous of the VRS service. Not just Sorenson VRS, it includes other service businesses too. If you want to understand this better, I suggest living in our kind of community without relying on your voice and ears... just sayin'... I wish you happy holidays. :-) Jason Bettes